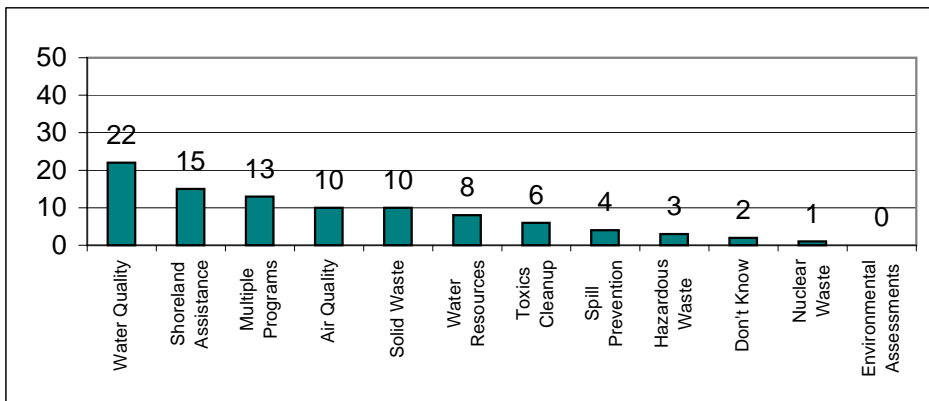


## Department of Ecology Local Government Survey Results: Eastern Regional Office

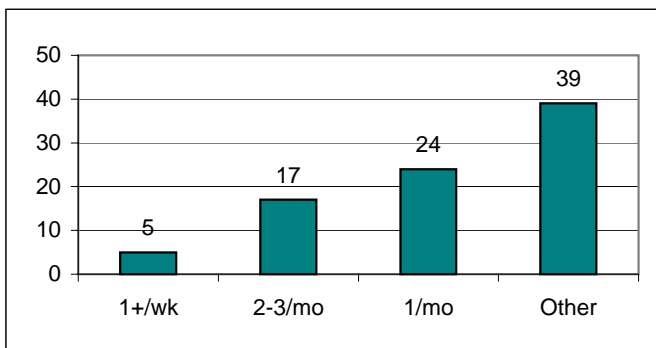
### 1. Which Ecology Program do you work with?

Water Quality	22
Shoreland Assistance	15
Multiple Programs	13
Air Quality	10
Solid Waste	10
Water Resources	8
Toxics Cleanup	6
Spill Prevention	4
Hazardous Waste	3
Don't Know	2
Nuclear Waste	1
Environmental Assessments	0
Total	94



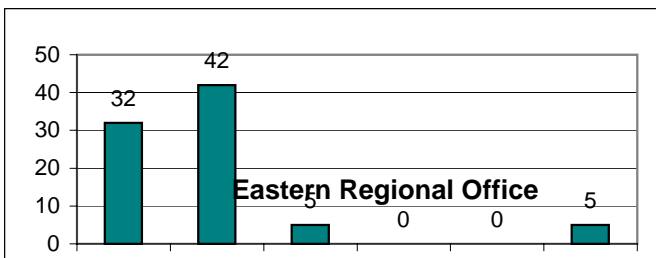
### 2. How often do you contact Ecology?

1+/wk	5
2-3/mo	17
1/mo	24
Other	39
Total	85

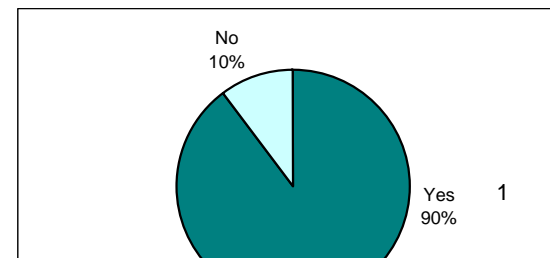


### 3. How long does it usually take Ecology to respond to your phone call?

1 day	32
1 week	42
2-4 weeks	5
> 4 weeks	0
Never	0
N/A	5
Total	84

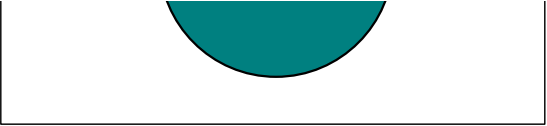
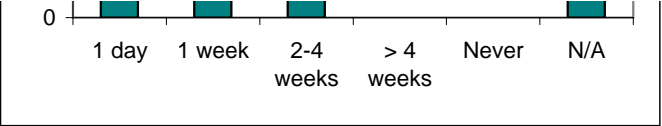


### Is this response time satisfactory?



Is this response time satisfactory?

Yes	70
No	8
Total	78

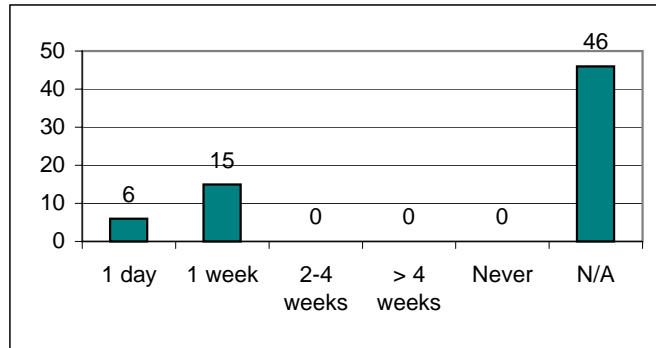


#### 4. How long does it usually take Ecology to respond to your E-mail message?

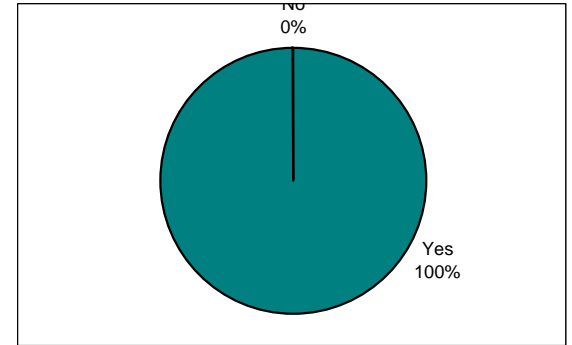
1 day	6
1 week	15
2-4 weeks	0
> 4 weeks	0
Never	0
N/A	46
Total	67

#### Is this response time satisfactory?

Yes	23
No	0
Total	23



#### Is this response time satisfactory?

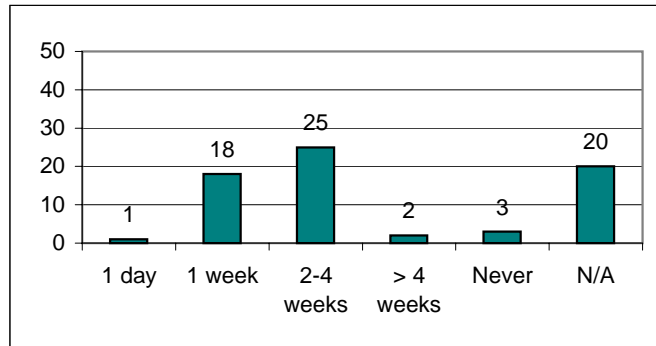


#### 5. How long does it usually take Ecology to respond to your letters?

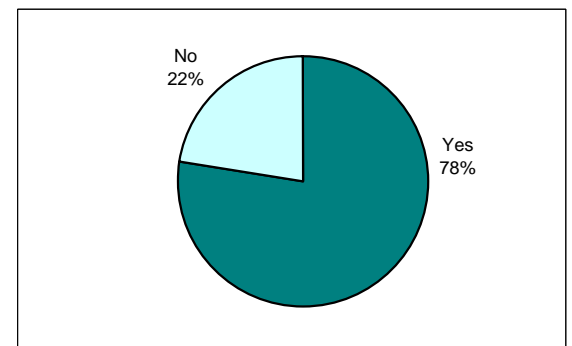
1 day	1
1 week	18
2-4 weeks	25
> 4 weeks	2
Never	3
N/A	20
Total	69

#### Is this response time satisfactory?

Yes	38
No	11
Total	49



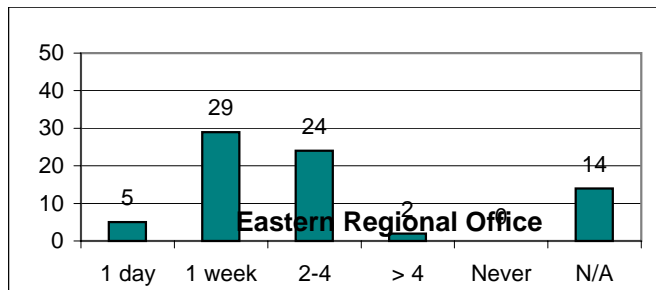
#### Is this response time satisfactory?



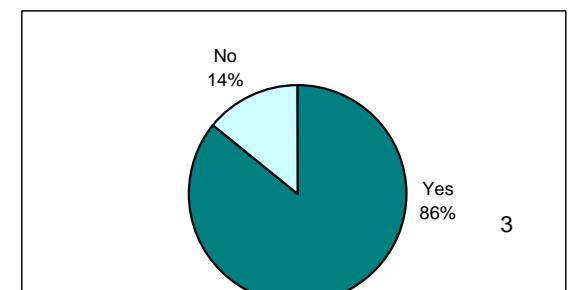
#### 6. How long does it usually take Ecology to respond to the materials you requested?

1 day	5
1 week	29
2-4 weeks	24
> 4 weeks	2
Never	0
N/A	14
Total	74

#### Is this response time satisfactory?



#### Is this response time satisfactory?



Yes  
No  
Total

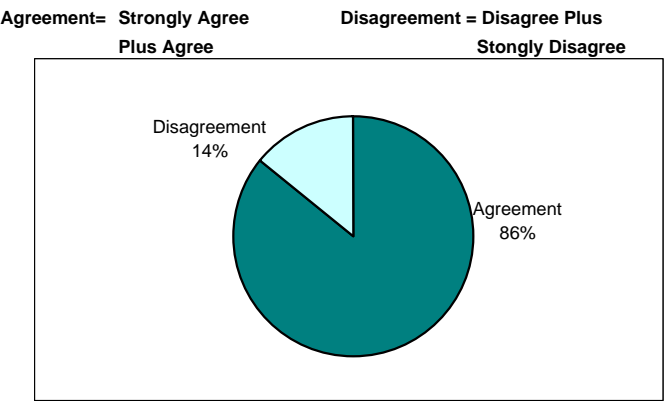
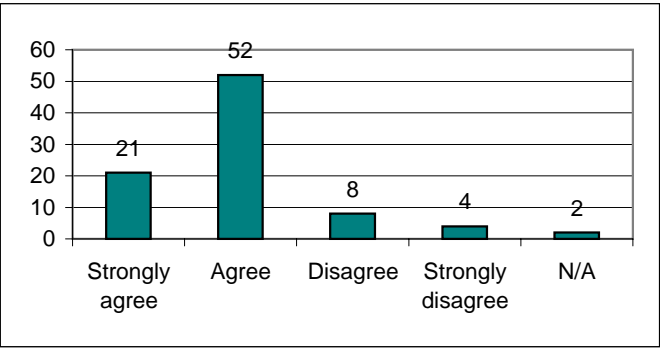
49  
8  
57

1 day	1 week	2-4 weeks	> 4 weeks	Never	N/A
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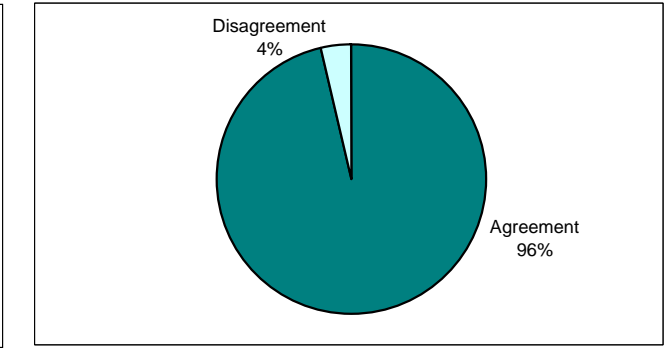
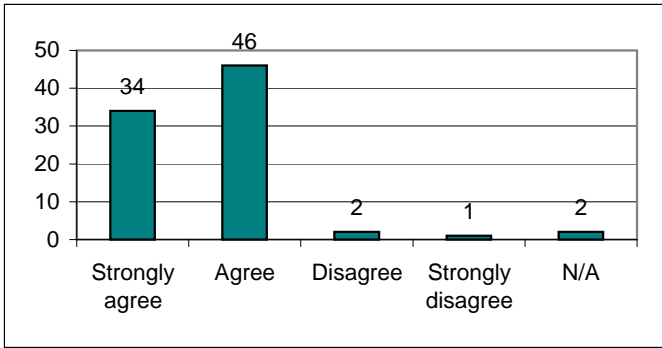
7. Ecology staff communicate clearly.

Strongly agree	21
Agree	52
Disagree	8
Strongly disagree	4
N/A	2
Total	87
Agreement	73
Disagreement	12
Not Applicable	2



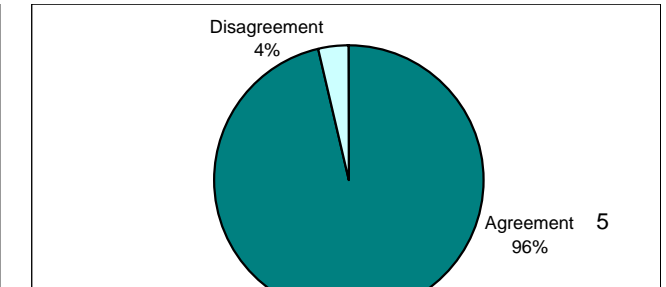
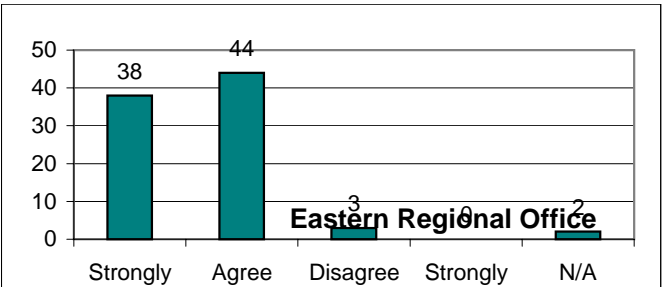
8. Ecology staff are knowledgeable.

Strongly agree	34
Agree	46
Disagree	2
Strongly disagree	1
N/A	2
Total	85
Agreement	80
Disagreement	3
Not Applicable	2



9. Ecology staff are courteous.

Strongly agree	38
Agree	44
Disagree	3
Strongly disagree	0
N/A	2
Total	87
Agreement	82
Disagreement	3



Not Applicable

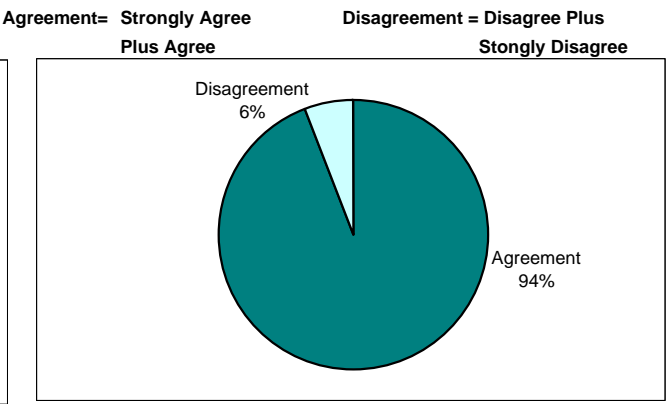
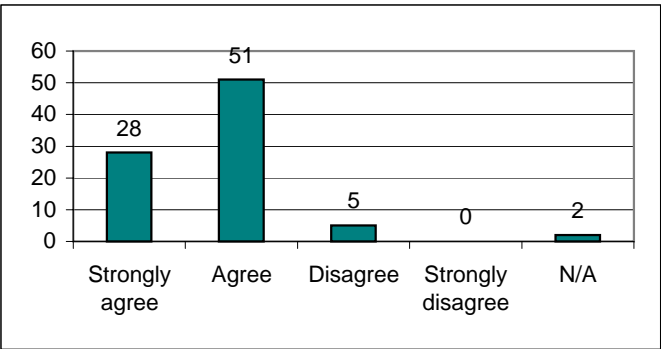
2

Strongly agree	Agree	Disagree	Strongly disagree	N/A
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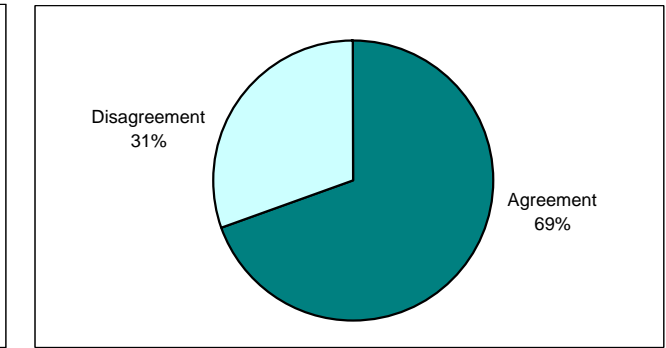
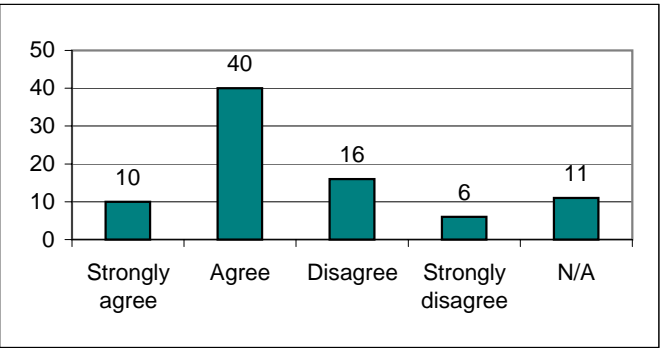
10. Ecology staff take the time to listen to me.

Strongly agree	28
Agree	51
Disagree	5
Strongly disagree	0
N/A	2
Total	86
Agreement	79
Disagreement	5
Not Applicable	2



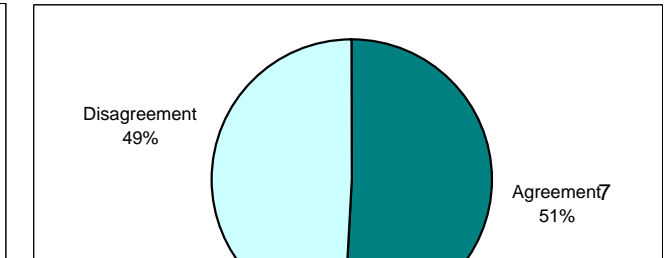
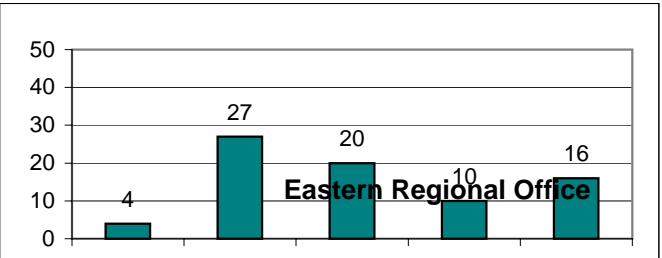
11. Ecology staff write materials that are easy to use.

Strongly agree	10
Agree	40
Disagree	16
Strongly disagree	6
N/A	11
Total	83
Agreement	50
Disagreement	22
Not Applicable	11



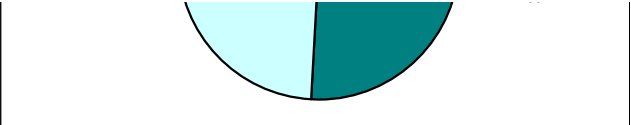
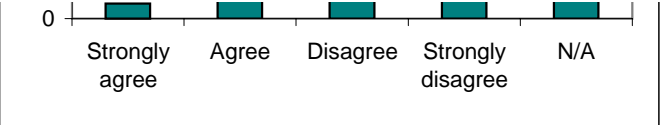
12. Ecology staff write regulations that are clearer now than they were 2 years ago.

Strongly agree	4
Agree	27
Disagree	20
Strongly disagree	10
N/A	16
Total	77
Agreement	31
Disagreement	30



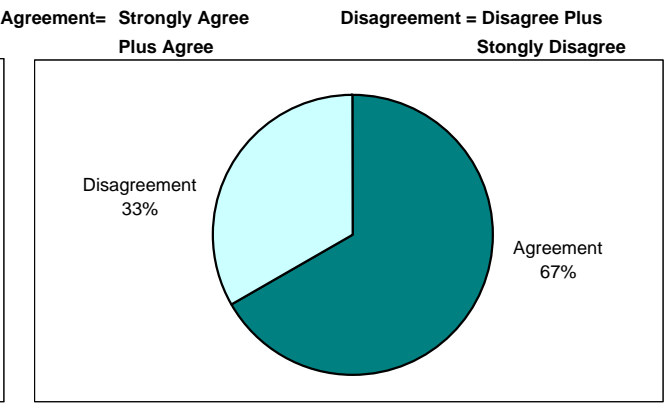
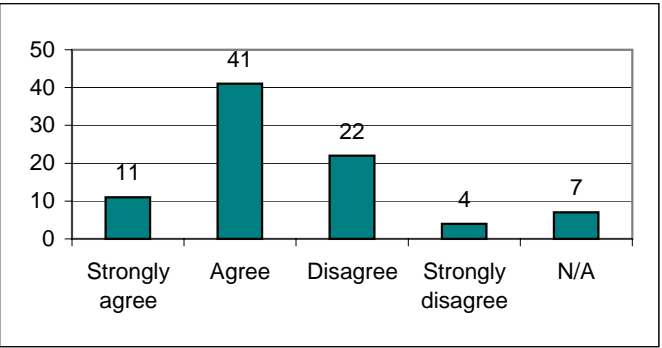
Not Applicable

16



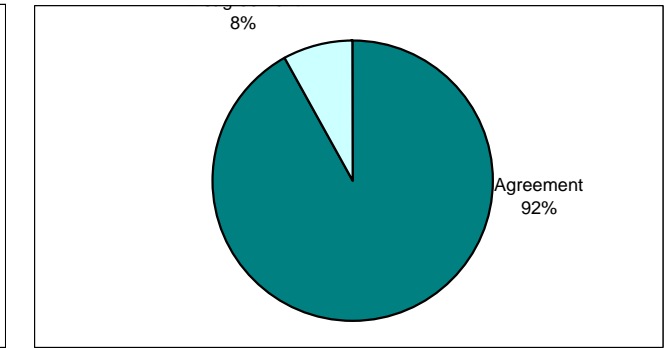
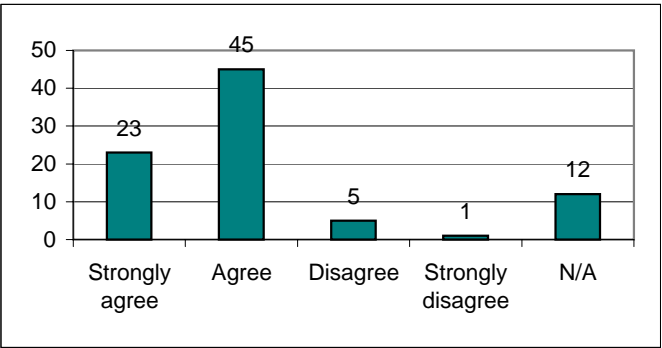
13. Ecology staff inform me about the services and products Ecology provides.

Strongly agree	11
Agree	41
Disagree	22
Strongly disagree	4
N/A	7
Total	85
Agreement	52
Disagreement	26
Not Applicable	7



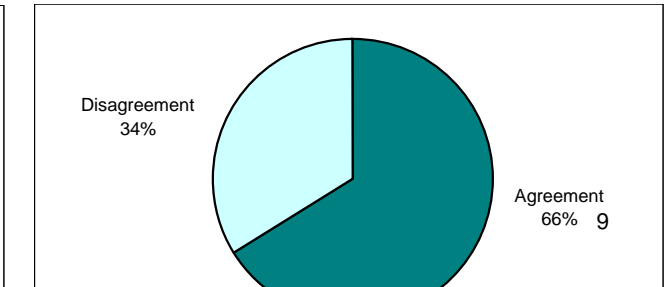
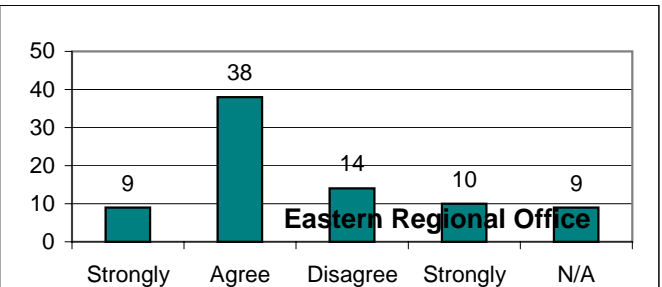
14. Ecology staff provide technical assistance to me when I need it.

Strongly agree	23
Agree	45
Disagree	5
Strongly disagree	1
N/A	12
Total	86
Agreement	68
Disagreement	6
Not Applicable	12



15. Ecology staff understand what drives decisions within my organization.

Strongly agree	9
Agree	38
Disagree	14
Strongly disagree	10
N/A	9
Total	80
Agreement	47
Disagreement	24



Not Applicable

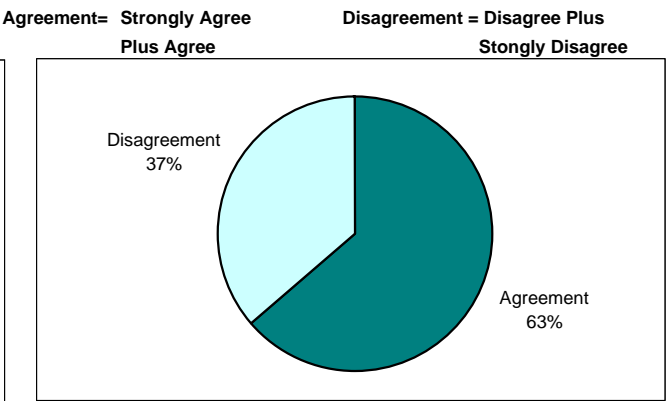
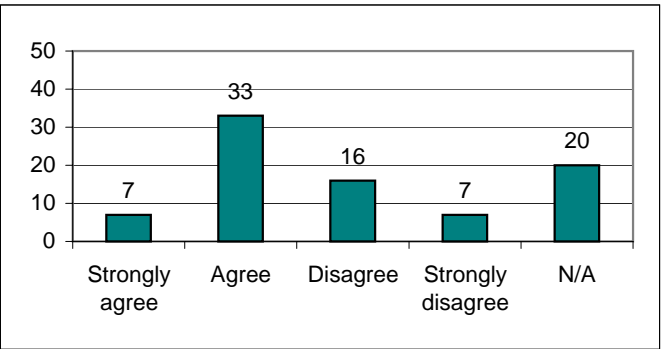
9

Strongly agree	Agree	Disagree	Strongly disagree	N/A
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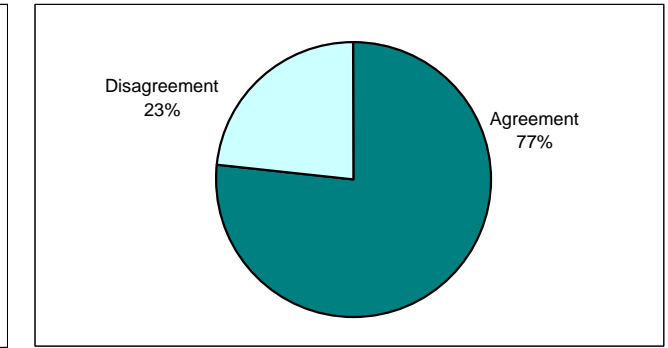
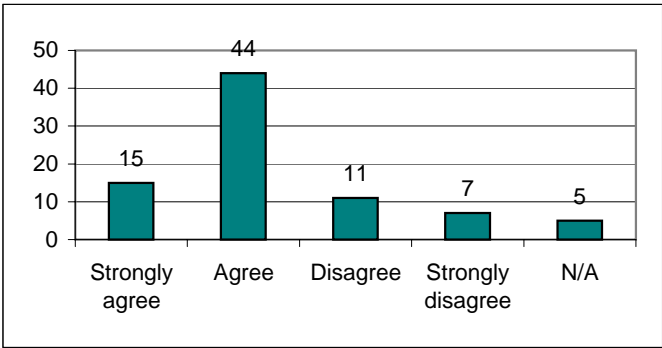
16. Ecology staff develop environmental priorities with me.

Strongly agree	7
Agree	33
Disagree	16
Strongly disagree	7
N/A	20
Total	83
Agreement	40
Disagreement	23
Not Applicable	20



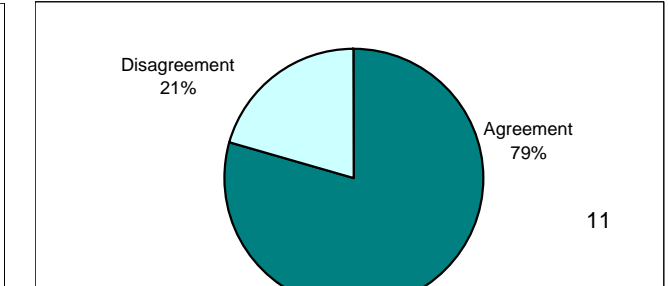
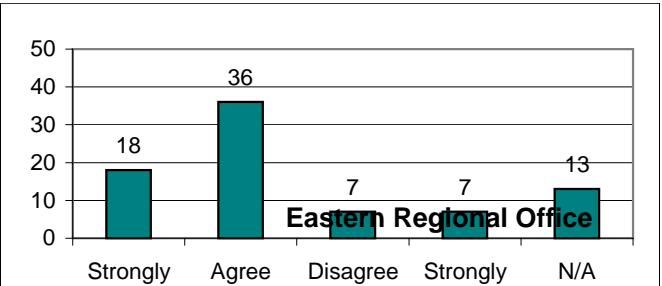
17. Ecology staff consider information I give them when making decisions.

Strongly agree	15
Agree	44
Disagree	11
Strongly disagree	7
N/A	5
Total	82
Agreement	59
Disagreement	18
Not Applicable	5



18. Ecology staff work with me to come up with a creative solution to a problem that is supported by Ecology management

Strongly agree	18
Agree	36
Disagree	7
Strongly disagree	7
N/A	13
Total	81
Agreement	54
Disagreement	14



Not Applicable

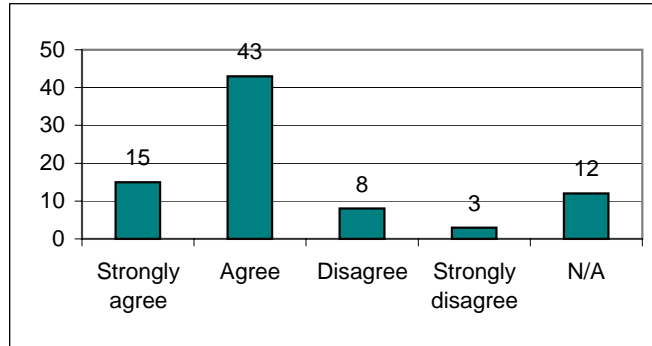
13

Strongly agree	Agree	Disagree	Strongly disagree	N/A
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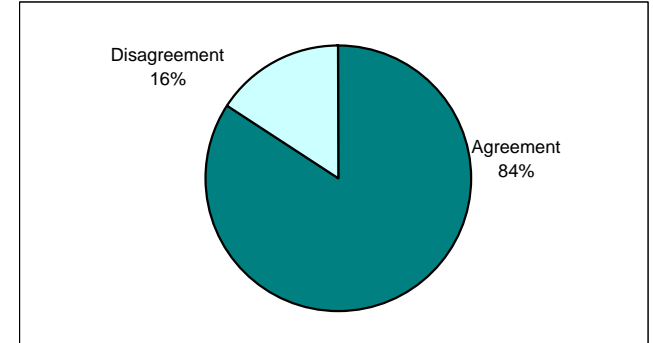
**19. Ecology staff are effective in partnering with my organization in environmental protection.**

Strongly agree	15
Agree	43
Disagree	8
Strongly disagree	3
N/A	12
Total	81
Agreement	58
Disagreement	11
Not Applicable	12



Agreement= Strongly Agree  
Plus Agree

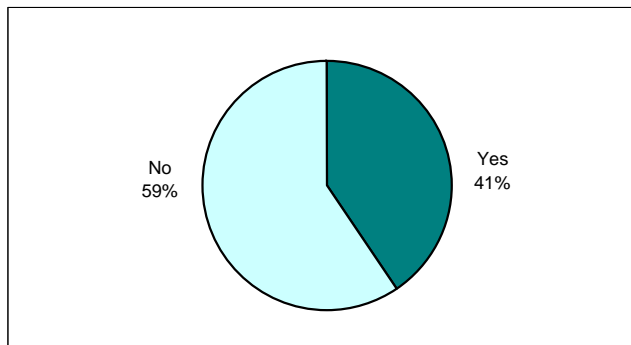
Disagreement = Disagree Plus  
Strongly Disagree



## PERMIT ASSISTANCE CENTER

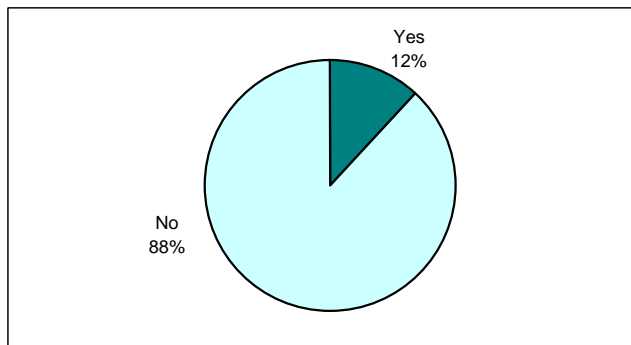
22. Do you know about the Environmental Permit Assistance Center located in Lacey at Ecology's Headquarters Building?

Yes	24
No	35
Not Applicable	11
Total	70



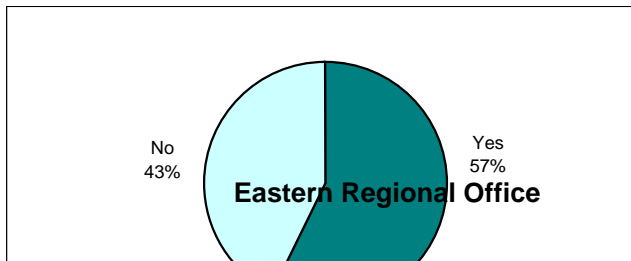
23. Have you requested information or service from the Permit Assistance Center?

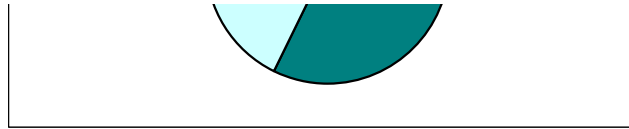
Yes	7
No	51
Not Applicable	12
Total	70



24. If yes to question 23, was the information you received helpful to you and your organization?

Yes	4
No	3
Not Applicable	44
Total	51

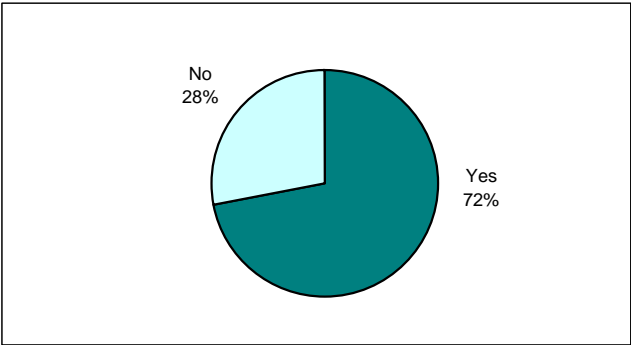




FINANCIAL ASSISTANCE

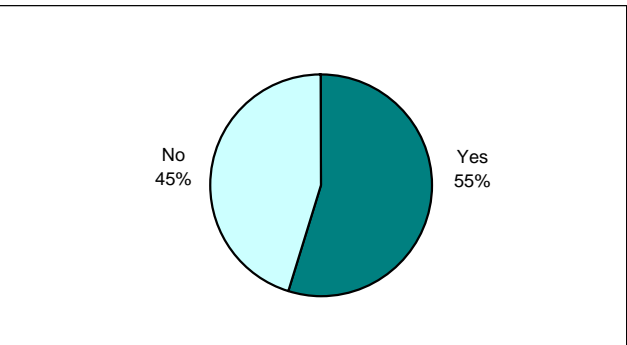
25. Do you know about the various Ecology grant and loan programs available to local government?

Yes	46
No	18
Not Applicable	7
Total	71



26. Have you received a grant or loan from Ecology within the last five years?

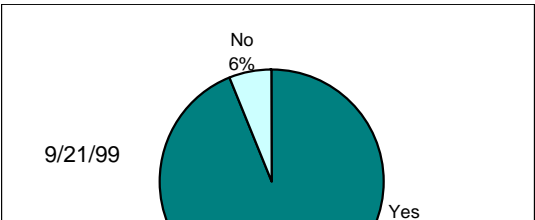
Yes	35
No	29
Not Applicable	8
Total	72



Were you satisfied with the timeliness of:

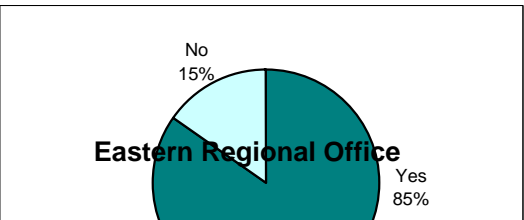
27a. Grant or loan agreements

Yes	31
No	2
Total	33



27b. Technical assistance on the project

Yes	22
No	4
Total	26



27c. Financial reimbursement

Yes	23
No	4
Total	27

